

CIGNA MEMBERS

*****Keep this flier for future use*****

EMERGENCY CARE INFORMATION

Emergency Care- Emergency care for life-threatening or severe medical conditions is always covered, 24 hours a day, 7 days a week. No matter where you are. (Benefit Copayments will apply).

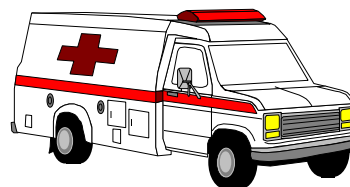
What is an emergency? It is a serious accident, sudden illness, or a condition that, if not treated immediately, might result in a long-term medical problem.

In a life-threatening emergency, symptoms:

- ❖ are severe,
- ❖ occur suddenly and unexpectedly,
- ❖ and require immediate attention.

Examples of a medical emergency are:

- ❖ uncontrolled bleeding,
- ❖ loss of consciousness,
- ❖ poisoning,
- ❖ severe shortness of breath,
- ❖ suspected overdose of medication,
- ❖ and stroke.



IF A LIFE-THREATENING EMERGENCY OCCURS, CALL 911.

If the situation is non life-threatening, call CIGNA at 1-602-271-3000 (in the Phoenix area)
or

1-800-552-4462 (outside the Phoenix area.)-24 hours a day.

Or Call your Primary Care Physician

You will be advised of what to do if further treatment or hospitalization is necessary.

In all cases, you must notify CIGNA HealthCare within 48 hours of emergency treatment, or as soon as reasonably possible, in order to receive emergency benefits coverage.

URGENT CARE INFORMATION

Some situations, although not life-threatening, still require prompt medical attention. Some examples of urgent care situations are:

- sprains
- strains
- vomiting
- cramps
- diarrhea
- bumps
- bruises
- colds
- fevers
- back pain
- minor burns
- severe stomach pain
- swollen glands
- rashes
- poison ivy
- urinary tract infections
- ear infections
- small lacerations

CIGNA has HealthCare Centers conveniently located throughout Phoenix metropolitan area, which have extended hours to meet your needs for urgent care.

GLENDALE WEST HEALTHCARE CENTER

7734 North 59th Avenue Glendale (602) 842-5100	Extended Hours: Mon. thru Fri. 1pm-12am Sat. Sun. & Holidays 9am-12am	Pharmacy Hours: Mon. thru Fri. 8am-11pm Sat. Sun. & Holidays 9am-12am
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MESA-STAPLEY HEALTHCARE CENTER

1111 South Stapley Drive Mesa (602) 464-8500	Extended Hours: Mon. thru Fri. 1pm-12am Sat. Sun. & Holidays 9am-12am	Pharmacy Hours: Mon. thru Fri. 8am-11pm Sat. Sun. & Holidays 9am-12am
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PHOENIX-MCDOWELL HEALTHCARE CENTER

755 East McDowell Phoenix (602) 271-5111	Extended Hours: Mon. thru Fri. 1pm-8am Sat. Sun. & Holidays 24 hours	Pharmacy Hours: Mon. thru Fri. 8am-11pm Sat. Sun. & Holidays 9am-12am
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PHOENIX-NORTH VALLEY HEALTHCARE CENTER

Patients that we know in advance that will require significant lab workup, monitoring, or extensive services will be directed to the next closest CIGNA Urgent Care facility.

710 West Bell Rd Phoenix (602) 588-3800	Extended Hours: Mon. thru Fri. 5pm-10pm Sat. Sun. & Holidays 9am-6pm	Pharmacy: Limited prescription services will be available to Urgent Care patients during extended hours
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24-HOUR URGENT CARE HELP LINE

After hours, weekends and holidays a 24-hour telephone urgent care help line is available. If you need immediate care or have a medical question that must be answered before regular office hours, telephone the:

CIGNA Emergency Assistance Line

602-271-3000

Outside the Phoenix area:

1-800-552-4462

A registered nurse (R.N.) trained in emergency care will answer your call. Explain your problem, and the nurse will give you advice or direction on what to do next.